



Date: December 4, 2007

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TO: Financial Managers, Purchasing Agents and Travel Coordinators

FROM: Jeanette Chupp, C.P.M., Purchasing Agent III  
Dept. of Administrative Services, General Services Enterprise  
Ph. 515-281-6288 , FAX: 515-281-3628, E-Mail: [Jeanette.Chupp@iowa.gov](mailto:Jeanette.Chupp@iowa.gov)

RE: State Contract CT1697 provides "Non-Exclusive" Travel Agency Services

The Department of Administrative Services, General Services Enterprise, has renewed two (2) contracts for the provision of non-exclusive, **full-service travel agency services** effective January 1, 2008. These contracts provide your department the "option" to utilize a State Travel Contract if you determine it is in your best interest. Please review these contracts when determining procedures and guidelines for employee travel.

A review of contract fees and services is provided on the following pages. Both travel agencies shall provide the lowest "logical" airfare at the time of ticketing. If you have any questions please feel free to contact each travel agency's Client Services Manager, or Jeanette Chupp, DAS Purchasing Agent at phone 515-281-6288 or [Jeanette.Chupp@iowa.gov](mailto:Jeanette.Chupp@iowa.gov)

	<u>Shorts Travel</u>	<u>Travel &amp; Transport</u>
<b>Customer Service and Ticket Reservation Phone Number:</b>	<b>800-568-7045</b>	<b>800-747-8182</b>
Location:	Overland Park, Kansas	Ames, Iowa
Client Services Manager:	Renee Portwood	Dorothy Schumer
Client Svs. Manager Phone:	913-220-2710 or 800-678-7766	515-292-5584 ext. 226
Client Svs. Manager E-Mail:	<a href="mailto:RPortwood@shortstravel.com">RPortwood@shortstravel.com</a>	<a href="mailto:dschumer@tandt.com">dschumer@tandt.com</a>

Thank you.

**Shorts Travel Management  
Waterloo, Iowa**

**Travel and Transport, Inc.  
Ames, Iowa**

<u>Fee for Service:</u>	<u>Fee Type</u>	<u>2007-2008</u>	<u>Additional Info.</u>		<u>2007-2008</u>	<u>Additional Info.</u>
<b>Base Fee:</b> Domestic Airline Fee with E-Ticket.....	E-Ticket with Travel Agent Assistance and Credit Card Payment.....	\$27.00	Customer Service Ph. 800-568-7045 or FAX: 319-234-2490		\$31.00	Customer Service Ph. 800-747-8182 or Ph. 515-292-8182 or FAX: 515-292-9100
International Airline Fee with E-Ticket.....	E-Ticket with Travel Agent Assistance and Credit Card Payment.....	\$34.00			\$38.50	
Web-Site On-Line Purchase (NO travel agent Assistance)	E-Ticket with <u>NO</u> Travel Agent Assistance and Credit Card Payment.....	\$17.00	E-Travel Site: <a href="http://www.shortstravel.com/stateia">www.shortstravel.com/stateia</a>		\$17.00	E-Travel Site: <a href="http://www.tandt.com/ts/resx">www.tandt.com/ts/resx</a>
Paper Ticket Delivery Fee.....	Available when E-Tickets are not acceptable.....	\$30.00			Ticket Delivery Charges Invoiced	
Paper Invoicing Fee per Trip or Itinerary	Available when credit card is not provided.....	\$14.50			\$12.00	
Flight Insurance for death and dismemberment	\$100,000 per Ticket or Passenger.....	No Charge			No Charge	
Quarterly Reporting or Ad-Hoc Reporting	Available upon specific request by State of Iowa Department or Facility .....	No Charge for 750 report templates			No Charge for standard report pkg.& most ad hoc reporting. \$125 / hour for custom reports.	No-Charge for two dept. users under ettek Power Reporter
Travel Agent Intervention with Self-Booking On-Line Tool	After on-line website booking, when further customer assist is requested.	\$10.00	Charge for personal Travel Agent assistance.		\$10.00	Charge for personal Travel Agent assistance.
Additional Fees...						
Car Rental or Lodging on-line Web-Site Booking Fee	Applies only in the event <u>NO</u> airline ticket is purchased.	No Charge			\$7.00 Fee for On-Line Booking. No-Charge for Phone Booking.	
Maintenance Fee	ETTek Traveler Profile Maintenance	No Charge			\$100 monthly if eTTek Profile Maint. is requested.	Fee waived during implementation. \$100 monthly thereafter, if Profile Maintenance requested by State.

	<b>Shorts Travel Management Waterloo, Iowa</b>	<b>Travel and Transport, Ames, Iowa</b>
Ticket Reservations Phone:	800-568-7045	800-747-8182 & 515-292-8182
Ticket Reservations FAX:	319-234-2490	515-292-9100
Regular Office Hours:	8 till 5 Monday thru Friday	8 till 5 Monday thru Friday
Ticket Reservation Web-Sites:	<a href="http://www.shortstravel.com/stateia">www.shortstravel.com/stateia</a>	<a href="http://www.tandt.com/ts/resx">www.tandt.com/ts/resx</a>
Travel Agency Web-Site:	<a href="http://www.shortstravel.com">www.shortstravel.com</a>	<a href="http://www.tandt.com">www.tandt.com</a>

#### **24 X 7 Emergency Traveler's Assistance:**

During domestic travel.....	800-373-8679	800-237-3950
During International Travel.....	800-373-8679	402-399-4667

<b>Client Services Manager:</b>	Renee Portwood	Dorothy Schumer
Location:	Overland Park, Kansas	Ames, Iowa, 50010
Phone:	913-220-2710 or 800-678-7766	515-292-5584 ext. 226
E-Mail:	<a href="mailto:RPortwood@shortstravel.com">RPortwood@shortstravel.com</a>	<a href="mailto:dschumer@tandt.com">dschumer@tandt.com</a>

<b>Contract Administrator:</b>	David LeCompte	Brad Knutson
Phone:	319-433-0711	402-399-4592
FAX:	319-234-2490	402-343-4007
E-Mail:	<a href="mailto:dlecompte@shortstravel.com">dlecompte@shortstravel.com</a>	<a href="mailto:bknutson@tandt.com">bknutson@tandt.com</a>

#### **Contract extended to Political Sub-Divisions:**

(cities, counties, school districts):	Yes	Yes
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<b>Credit Cards Accepted:</b>	American Express, Diners Club, Discover, Visa, MasterCard, ATP	American Express, Diners Club Discover, Visa, MasterCard
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<b>Airline Reservation System</b> .....	Apollo .....	Apollo
<b>Ticket Refunding and Voiding</b> .....	No Additional Fee .....	No Additional Fee
<b>Training</b> .....	Instructions on the use of web-based tools are available in hard-copy and electronic form at no-charge.	Instructions on the use of web-based tools are available in hard-copy and electronic form at no-charge.